

## Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
↑	Unique Clients	72	83	-13% ▼
↓	Admits	5	14	-64% ▼
↗	Discharges	7	17	-59% ▼
↙	Service Hours	174	2,582	-93% ▼
↔	Bed Days	2,392	2,483	-4%

▲ > 10% Over 1 Yr Ago      ▼ > 10% Under 1Yr Ago

## Consumer Satisfaction Survey

(Based on 48 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall	98%   91%	98%	80%	91%
✓ Participation in Treatment	98%   92%	98%	80%	92%
✓ Quality and Appropriateness	96%   93%	96%	80%	93%
✓ General Satisfaction	85%   92%	85%	80%	92%
✓ Access	85%   88%	85%	80%	88%
✓ Recovery	83%   79%	83%	80%	79%
✓ Outcome	83%   83%	83%	80%	83%
✓ Respect	80%   91%	80%	80%	91%

■ Satisfied % | Goal % | 0-80% | 80-100% | ✓ Goal Met | ● Under Goal

## Clients by Level of Care

Program Type	Level of Care Type	#	%
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## Mental Health

Employment Services	59	81.9%
Residential Services	13	18.1%

## Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	1	9%	9%	Male	55	76%	58%
26-34	15	21%	21%	Female	17	24%	42%
35-44	21	29%	22%	Transgender			0%
45-54	19	26%	19%				
55-64	12	17%	20%				
65+	5	7%	8%				

Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	60	83%	70%	Black/African American	37	51%	17%
Hispanic-Other	5	7%	8%	White/Caucasian	19	26%	62%
Hisp-Puerto Rican	4	6%	12%	Other	11	15%	13%
Unknown	2	3%	10%	Asian	3	4%	1%
Hispanic-Mexican	1	1%	0%	Hawaiian/Other Pacific Islander	1	1%	0%
Hispanic-Cuban				Unknown	1	1%	6%
				Am. Indian/Native Alaskan			1%
				Multiple Races			1%

■ Unique Clients | State Avg | ▲ > 10% Over State Avg | ▼ > 10% Under State Avg

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	▼
Unique Clients	4	5	-20%	▼
Admits	-	-		
Discharges	-	1	-100%	▼
Bed Days	736	827	-11%	▼

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	75%
On-Time Periodic		
6 Month Updates	0%	87%
Co-occurring		
MH Screen Complete	N/A	84%
SA Screen Complete	N/A	69%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	79%	N/A

## Follow-up within 30 Days of Discharge

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up within 30 Days of Discharge		N/A	N/A	90%	75%	N/A

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		3	75%	95%	93%	-20% ▼
Employed		0	0%	25%	9%	-25% ▼
Social Support		1	25%	60%	83%	-35% ▼

## Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		4	2,750 days	0.5	100%	90%	93%	10%

< 90% 90-110% >110%

## Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 79 Active Supervised Apartments Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2	2	0%
Admits	-	-	
Discharges	-	-	
Bed Days	368	368	0%

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	84%
Co-occurring	Actual	State Avg
MH Screen Complete	N/A	80%
SA Screen Complete	N/A	91%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	80%	94%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	97%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	91%	N/A

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		2	100%	90%	100%	10%
● Social Support		1	50%	60%	90%	-10%

## Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate	███████ (Yellow)	2	3,818 days	0.5	100%	90%	90%	10%



## Data Submitted to DMHAS by Month

	% Months Submitted
Admissions	0%
Discharges	0%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual   | Goal   ✓ Goal Met   ● Below Goal

\* State Avg based on 24 Active Group Home Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	6	0%
Admits	-	-	
Discharges	-	-	
Bed Days	1,104	1,104	0%

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	84%
Co-occurring	Actual	State Avg
MH Screen Complete	N/A	80%
SA Screen Complete	N/A	91%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	80%	94%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	97%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	91%	N/A

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		5	83%	60%	90%	23%
✓ Stable Living Situation		6	100%	90%	100%	10%

## Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate	<span style="background-color: red; display: inline-block; width: 10px; height: 10px;"></span> <span style="background-color: red; display: inline-block; width: 10px; height: 10px;"></span> <span style="background-color: red; display: inline-block; width: 10px; height: 10px;"></span> <span style="background-color: red; display: inline-block; width: 10px; height: 10px;"></span> <span style="background-color: red; display: inline-block; width: 10px; height: 10px;"></span>	5	2,567 days	0.4	120%	90%	90%	30% <span style="color: green;">▲</span>



## Data Submitted to DMHAS by Month

	% Months Submitted
Admissions	0%
Discharges	0%

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

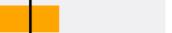
Actual     Goal    ✓ Goal Met     Below Goal

\* State Avg based on 24 Active Group Home Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	59	70	-16%	▼
Admits	5	14	-64%	▼
Discharges	7	16	-56%	▼
Service Hours	174	2,582	-93%	▼

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed	   	29	49%	35%	44%	14% 

## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services	   	5	10%	90%	92%	-80% 

## Data Submission Quality

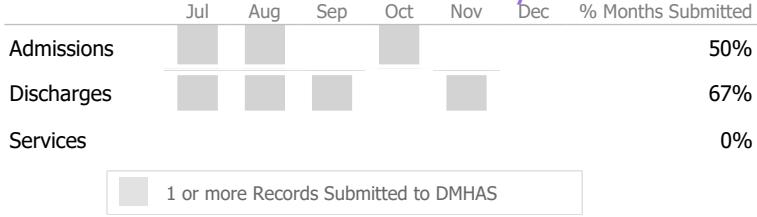
Data Entry

	Actual	State Avg
✓ Valid NOMS Data	   	96% 89%

On-Time Periodic

	Actual	State Avg
● 6 Month Updates	   	91% 92%

## Data Submitted to DMHAS by Month



 > 10% Over  < 10% Under

 Actual  Goal  Goal Met  Below Goal

\* State Avg based on 39 Active Employment Services Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1	1	0%
Admits	-	-	
Discharges	-	-	
Bed Days	184	184	0%

## Data Submission Quality

	Actual	State Avg
Data Entry		
Valid NOMS Data	N/A	75%
On-Time Periodic		
6 Month Updates	0%	87%
Co-occurring		
MH Screen Complete	N/A	84%
SA Screen Complete	N/A	69%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	79%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	75%	N/A

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		0	0%	25%	9%	-25% <span style="color: red;">▼</span>
Social Support		0	0%	60%	83%	-60% <span style="color: red;">▼</span>
Stable Living Situation		0	0%	95%	93%	-95% <span style="color: red;">▼</span>

## Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate	<span style="color: cyan;">█</span>	3	2,375 days	1.5	33%	90%	93%	-57% <span style="color: red;">▼</span>



## Data Submitted to DMHAS by Month

	% Months Submitted
Admissions	0%
Discharges	0%



▲ > 10% Over   ▼ < 10% Under



\* State Avg based on 79 Active Supervised Apartments Programs